

8-11-75
PROBLEMS OF CREEPER (DINER)

Meeting Bob Price

\$100,000 - Low

- 1- We always start late
- 2- Food service is slow esp. when Bob isn't there which is quite frequently lately.
- 3- The train is overloaded quite often-- this causes lots of delays. People don't get their 9:30 meal until 11:00 or so and we frequently don't get home till 12:30 or so. This is too late--people complain.
- 4- Quality of steaks have been bad, esp. this past weekend.
- 5- Lounge has ~~xx~~ been too hot! We have an ice activated air conditioner system on board. Why not activate it? People are forced ~~x~~ to cram themselves to the open car.
- ✓ 6- We need to clean up the cars more than 5 min. before we leave-- it looks bad and it never gets done properly!
- 7- Fare prices are too high--it scares people off--ESP. FAMILIES
- 8- Bob Brandt is too busy--can't do a good job at either place. Ex.--He's supposed to clean up the lounge after each meal. Half of the time I have to do a poor hurried job right before we run.
- 9- We need more experienced waitresses--Fri. night one of the two that were originally scheduled had never worked as a waitress anywhere!

Salesman *

Esprit de corp
1000 Less one stop
Lack of safety
Staff too young
Bus. slow
29 July ReRailed
Squeezing wages
too low
Lower Age Groups
1st Aug.

